



## CEER Public Hearing on Draft Advice on Regulating the Quality of Distribution Services

### Objective for discussion:

**Can we find guaranteed standards for the customers at European level?**

28 April 2014, from 10:30 to 16.00 hours, CEER premises

Cours Saint-Michel 30a, 5<sup>th</sup> Floor, Brussels

### Agenda

<b>10:00 – 10:30</b>	<b>Registration and coffee</b>
----------------------	--------------------------------

<b>10:30 – 10:45</b>	<b>Welcome and Introduction</b>
----------------------	---------------------------------

Opening remarks, objectives of the Hearing, organisation of the day.

Ms Patricia de-Suzzoni, Chair of CEER Customers & Retail Markets Working Group

<b>10:45 – 12:45</b>	<b>Session I</b>
----------------------	------------------

#### **Block 1: Focus on connections (draft recommendations 1-6)**

10:45 – 11.00 Presentation of responses received on the public consultation

Mr Alejandro Alonso Suárez, member of CEER Customer & Retail Markets Working Group

11.00 – 11:45 Statement from Supporters of the CEER/BEUC 2020 Customer Vision, followed by discussion. Panel:

Moderator: Ms Gunilla Eng Åbrandt, Chair of the CEER Retail Market Functioning Task Force

- Mr Mathie Hameleers (Enexis- CEDEC)
- Mr Carlos Villalonga (Eurogas )

Summary of discussion

Rapporteur: Ms Katarina Abrahamsson, CEER

#### **Block 2: Focus on activation of supply, disconnection, warning mechanisms (draft recommendations 7-9)**

11:45 – 12:00 Presentation of responses received on the public consultation

Mr Alejandro Alonso Suárez, CEER





12:00 – 12:45 Statement from Supporters of the CEER/BEUC 2020 Customer Vision followed by discussion. Panel:

- Ms Katriina Kalavainen (GEODE)
- Ms Sylvie Courtier-Arnoux (ERDF)

Summary of discussion

Moderator: Ms Gunilla Eng Åbrandt, CEER

Rapporteur: Mr James Veaney, CEER

**12:45 – 13:45**

**Lunch**

**13:45 – 15:45**

**Session II**

**Block 3: Focus on reaction of supply, planned interruptions, information during un-planned interruptions (draft recommendations 10 – 14)**

13:45 – 14:00 Presentation of responses received on the public consultation

Mr Alejandro Alonso Suárez, CEER

14:00 – 14:45 Statement from Supporter of the CEER/BEUC 2020 Customer Vision followed by discussion

Moderator: Ms Gunilla Eng Åbrandt, CEER

- Ms Eva Hennig (Eurogas)

Summary of discussion

Rapporteur: Mr Cristiano Artizzu, CEER

**Block 4: Focus on information on services and rights, customer enquiries, safety and emergency (draft recommendations 15 – 22)**

14:45 – 15:00 Presentation of responses received on the public consultation

Mr Alejandro Alonso Suárez, CEER

15:00 – 15:45 Statement from Supporter of the CEER/BEUC 2020 Customer Vision followed by discussion

Moderator: Ms Gunilla Eng Åbrandt, CEER

- Mr Gert De Block (CEDEC)

Summary of discussion

Rapporteur: Ms Katarina Abrahamsson, CEER

**15:45 – 16:00**

**Closing remarks and next steps**

Ms Gunilla Eng Åbrandt, CEER

**16:00**

**Closing of the hearing**

